Vx 810 DUET

Reference Guide

AMERICAN EXPRESS

MD

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PREFACE

Thank you for selecting the VeriFone V^{x} 810 DUET offered by American Express. This guide will step you through unpacking and setting up your equipment. It also includes information about processing transactions and customizing the terminal to meet your business needs. Once you have assembled and powered up the equipment, you must call the American Express Help Desk **877-834-7607** to activate your terminal. Once activated, you can familiarize yourself with the terminal's transactions by enabling the Demo mode. Accompanying this booklet are Quick Step Cards which will help you get started using your V^{x} 810.

Also enclosed is the Amex Bank of Canada Card Acceptance Point of Sale (POS) Terminal Addendum. Please familiarize yourself with the terms and conditions governing your lease and use of the Point of Sale Terminal(s) and any printer and other equipment, devices or features (referred to collectively as the "POS Terminal") and, if applicable your processing of Debit Card Transactions.

Organization

This guide is organized as follows:

Chapter 1 – V^{x} 810 DUET Overview. Provides an overview of the V^{x} 810 DUET.

Chapter 2 – Setup. Explains how to set up and install the V^{x} 810 DUET. It explains how to establish power and telephone line connections, as well as how to load the paper.

Chapter 3 – Navigating through your V^{x} 810 terminal. Provides information about the various menus and submenus of the terminal.

Chapter 4 – Features and General Information. Covers the various features that you may find of value.

Chapter 5 – Server and Clerk ID Options. Addresses how to use the Server/Clerk option.

Chapter 6 – Other Optional Features. Covers other options available on the terminal.

Chapter 7 – Training and Demo Mode. Discusses the use of Demo/ Training mode.

Chapter 8 – Processing Transactions. Reviews the step-by-step sequence for completing the terminal's transactions.

Chapter 9 – Balancing and Settling a Batch. Lists reports useful for balancing a batch along with the steps to settle a batch.

Chapter 10 – Important Phone Numbers. Lists phone numbers you may find useful.

CHAPTER 1

Vx 810 DUET Overview

This section provides a brief description of the Vx 810 DUET. The Vx 810 DUET is a complimentary solution to be used with the Vx 810 PIN pad. The combination of the integrated base with the PIN pad allows you to use the features of a thermal printer, modem, Ethernet, USB, and serial ports needed for a complete payment solution.

The base unit allows the PIN pad to rest in a manner that it can easily be removed for hand over to customers and, at the same time, provides stability and security for PIN entry without sacrificing its contactless transaction feature. Aside from that, the base unit features a printer and modem that creates a fully-loaded payment solution with a hand-over PIN pad – all in one device.

Figure 1 The PIN pad mounted on the base

Conventions and Terminology

To help you use this guide certain conventions are used.

- Bolded words indicate terminal's colored keys, e.g., green **OK,** yellow **Clear,** and red **Cancel**.
- With a few exceptions, after entering information into the PIN pad keypad, you must follow the entry by pressing the green **OK**. This instructs the V^{x} 810 that you have completed the process and to proceed to the next step of the sequence and appropriate screen.
- The gray keys to the right of the screen (**F1 – F4**) are used to select options listed in the display.
- Text in **SMALL CAPS** indicates display instructions to either enter the requested information (e.g., "**AMOUNT**" enter the transaction amount) or select an option using one of the **gray F1- F4** keys.
- In certain cases, colors are used to help to direct you to keys' location, based on their color coding: **SCROLL, REPORT, Cancel** keys.
- Indicate **YES** and **NO** by selecting the corresponding gray display **F** key.

Detailed information about the use of these keys can be found in Chapter 3, *Navigating through your V^{x} 810 PIN pad Keyboard*.

This guide uses the following terminology:

- **PIN pad** - often referred to as the terminal, this is the part of the device that contains the keypad, display and card readers.
- **Prompt** – A reference to the terminal display and information that you should enter.
- **Display** –The illuminated area on the face of the PIN pad where prompts and other instructions are displayed.
- **Password** – An alpha-numeric character that must be entered before the terminal allows you to proceed with certain transactions. The default password is **123456**.

CHAPTER 2

Set Up

This chapter includes the following sections that explain the steps to set up the V^{x} 810 DUET:

- Unpacking the Shipping Carton
- Reviewing the V^{x} 810 DUET Features
- Cable Connections
- Connecting Base Unit to PIN pad
- Connecting the Power Pack
- Installing the Paper Roll
- Power Supply

Unpacking the Shipping Carton

Open the shipping carton and carefully inspect its contents for possible tampering or shipping damage. The V^{x} 810 DUET is a secure product and any tampering can cause it to cease to function or to operate in an unsecured manner.

1. Remove and inspect the contents of the shipping carton. The V^{x} 810 DUET can include:
   - Base unit with printer and modem
   - Power pack
   - Power cord
   - PIN pad
2. Remove all plastic wrapping from the device and components.
3. Remove the clear protective film from the display.
4. Save the shipping carton and packing material for future repacking or moving of the device.

Reviewing the Vx 810 DUET Features

Before you start assembling the Vx 810 DUET, take a moment to become familiar with its features.

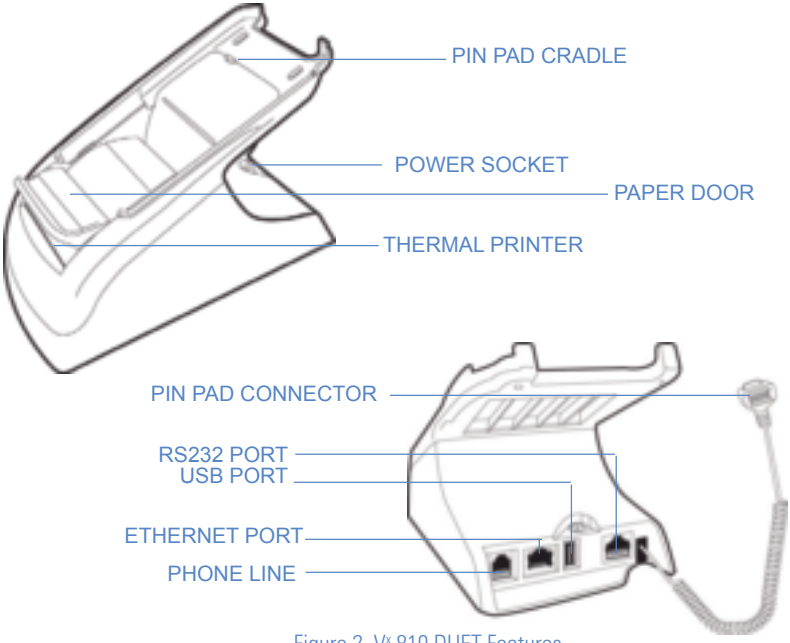


Figure 2 Vx 810 DUET Features

The Vx 810 DUET has been designed with the following features:

- A base unit to support the PIN pad
- A paper door where the paper roll is placed
- An Internal Thermal Printer for receipt printing located in the lower portion of the base unit
- A PIN pad connector for integration of the base unit to the PIN pad
- A power socket for plugging in the power cable
- Connection ports at the back of the base unit:
  - Phone line port
  - Ethernet (10BaseT) port
  - USB port
  - RS-232 port

Connecting the PIN Pad to the Base Unit

Connect the PIN pad to the base unit using the following steps:

1 Unscrew the latch on the upper-right corner of the PIN pad's bottom casing then slide it open.

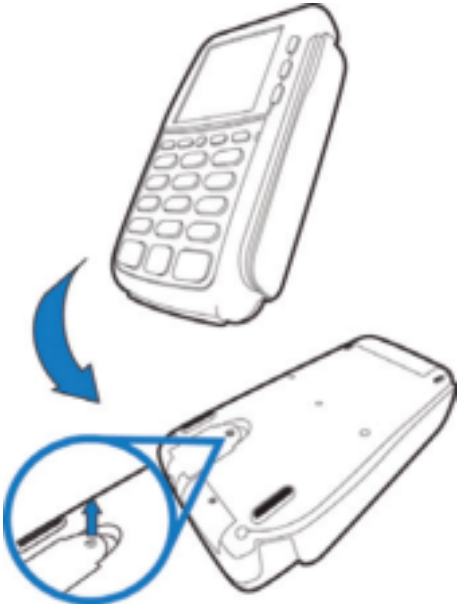


Figure 3 Opening the PIN pad latch

2 Attach the PIN pad connector to the slot then screw the latch back on.

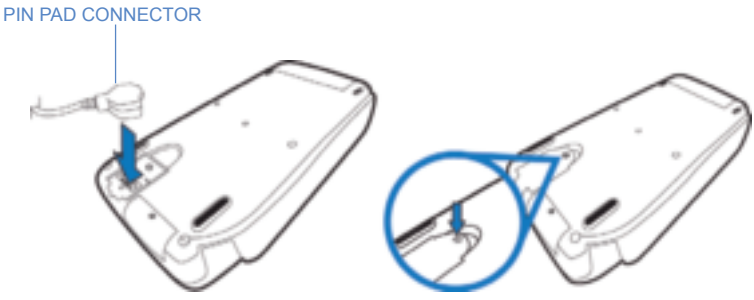


Figure 4 Connecting the PIN pad Connector

3 Mount the PIN pad on the base unit.

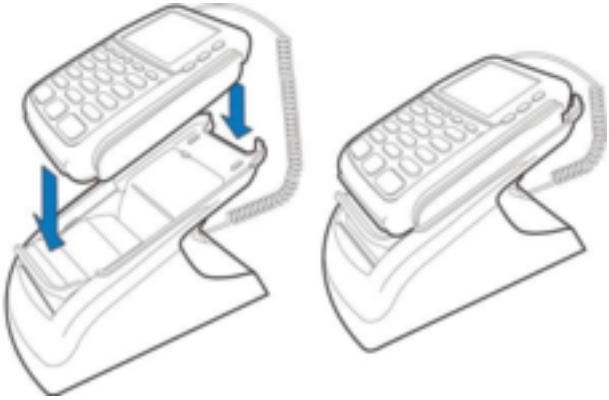


Figure 5 Placing the PIN pad onto the base unit

Installing the Paper Roll

A fast, quiet integrated thermal printer (ITP) is built into the base unit of the V^{x} 810 DUET. Before you can process transactions through the V^{x} 810 DUET that require a receipt or record, you must install a roll of thermal-sensitive paper in the printer.

The ITP uses a roll of single-ply, thermal sensitive paper 47 mm (2.24 inches) wide by 25 meter long paper. A pink out-of-paper indicator line appears on the edge of the paper approximately 18 inches before the end of the roll. When this line appears, only enough paper remains on the roll to complete one transaction.

Poor-quality paper can jam the printer and create excessive paper dust. Store thermal paper in a cool, dry, dark area. Handle thermal paper carefully: impact, friction, temperature, humidity and oils affect the color and storage characteristics of the paper. Never load a roll paper with folds, wrinkles, tears, or holes at the edges in the print area.

1 Lift the paper door.

Figure 6 Opening the Paper Door

2 Lift the paper tray to remove any partial roll of paper left inside.

3 Hold the roll so the paper feeds from the bottom of the roll.

4 Place the paper roll into the printer tray.

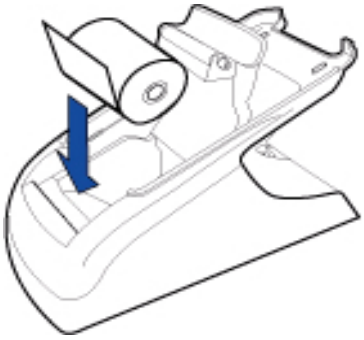


Figure 7 Loading Paper Roll

5 Pull paper up past the glue residue on the paper roll.

6 Close the paper roll cover by gently pressing on the cover until it clicks, allowing a small amount of paper past the glue residue to extend outside the printer door.

Figure 8 Closing the Paper Door

To prevent damaging the print roller, always gently press down on the paper roll cover to close it.

7 Tear the paper off against the serrated plastic strip in the printer.

Cable Connections

American Express' application supports two cabling scenarios:

- Phone Line Connection
- Ethernet Connection

Phone Connection

The base unit serves as the device for connecting the V^{x} 810 DUET to a phone line outlet using a standard phone line cable. Connect one end of the cable to the phone line port at the rear portion of the base unit and the other into a any standard phone outlet.

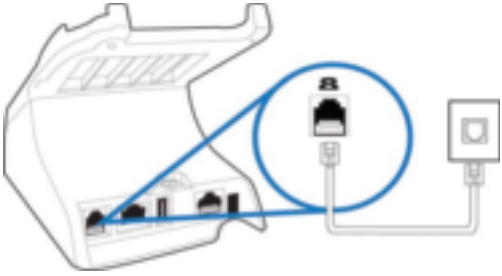


Figure 9 V^{x} 810 DUET Connected through a Phone Line

Ethernet Connection

A standard Ethernet cable like RJ-45 can be used when connecting the PIN pad mounted on the base unit to a network or another device through the its Ethernet port. Connect one end of the Ethernet cable to its port found at the rear portion of the base unit and the other end to its corresponding socket.

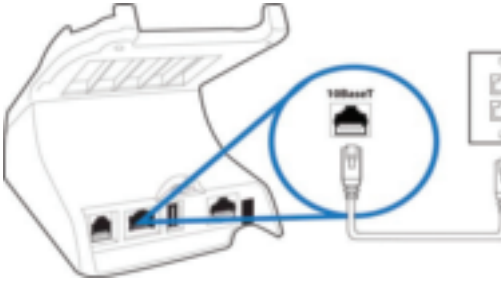


Figure 10 V^{x} 810 DUET and Ethernet Cable Connection

Connecting the Power Pack

To provide power to the V^{x} 810 DUET, connect the power pack.

1 Insert the round barrel connector into the power port in the connector found at the rear portion of the base unit.

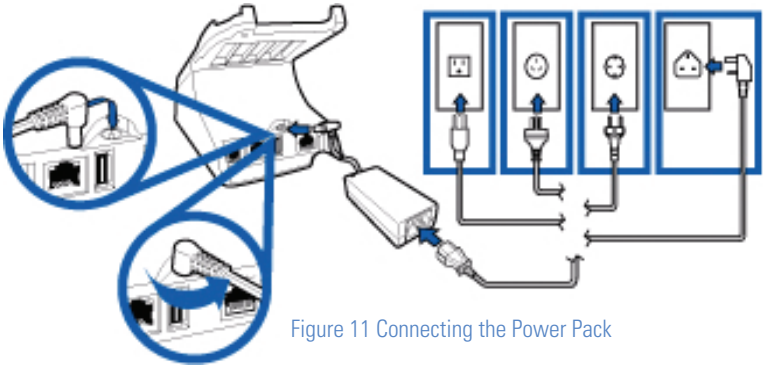


Figure 11 Connecting the Power Pack

2 Insert the AC power cord into the power pack.

3 Plug the AC power cord into a wall outlet or power surge protector.

Do not plug the power pack into an outdoor outlet or operate it outdoors. During a transaction, disconnecting the power by unplugging the base unit from a wall power may cause transaction files not yet stored in the terminal memory to be lost. To protect against possible damage caused by lightning strikes and electrical surges, consider installing a power surge connector.

Terminal Activation

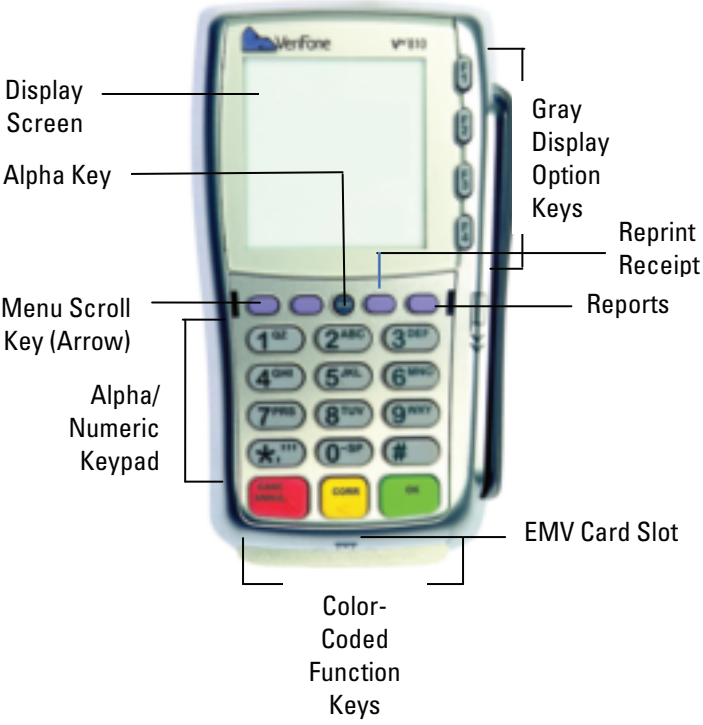
Congratulations! Your V^{x} 810 DUET is almost ready for operation. The final step is to contact the American Express Help Desk to initialize and activate the terminal.

1-877-834-7607

CHAPTER 3

Navigating through your V^{x} 810 PIN pad keyboard

Now that your V^{x} 810 DUET is assembled and activated, it's time to review how to use it. Below is a diagram of the face of the PIN pad and some of the keys you will use routinely.



Terminal Key Functions

The table below describes the functions of the various key groups on the V[x] 810.

KEYS	FUNCTION
GRAY DISPLAY OPTION KEYS	An operation on the terminal can be initiated by pressing the appropriate function key next to the display menu item.
ALPHA/ NUMERIC KEYPAD	The keypad contains horizontal rows of numeric keys with alphabetic characters. The numeric key strokes are the default. To create an alpha character, first press the numeric key containing the desired alpha characters, and then press the **ALPHA** key until the target alpha character displays. For example, the numeric key 2 represents the digit 2 as well as the alpha characters A, B. and C. Press the **ALPHA** key once to display the letter A, twice for the letter B, and three times for C.
NUMERIC KEYS	Some keys on the keypad are configured to perform special tasks, such as: **Numeric Key 3** – Paper Source – Advances the paper source **Numeric Key 6** – Quick Setup – Launches Quick Setup menu options **Numeric Key 7** – Set Language – Enables selection screen for display language **Numeric Key 8** – Keyboard Lock – Locks the keyboard to prevent unauthorized access **Numeric Key 9** – Cash Receipt – Initiates the Cash Receipt transaction **Asterisk (*) Key** – Application Exit – Returns to VMAC menu when terminal is in multi-application mode
COLOR CODED FUNC-TION KEYS	 **Red Cancel Key**: Press to cancel the current operation. **Yellow Key** is known as: **Clear Key**, **Direction Key** or **Backspace Key**: Press to backspace key, erase or clear text, starting from right to left. **Green Enter/OK Key**: This key is like the ENTER key on a computer keyboard. • Press to signify that the task is complete • Press to enable a function or perform an action based on typed data. This key is also used to display the Configuration Menu options. Press it while the application is idle to launch the Configuration Menu.

KEYS	FUNCTION
PURPLE KEY 1	**Arrow/Menu Scroll Key** – Controls UP/DOWN (scroll) movement of the arrow. Use in conjunction with the Yellow key to reverse the scrolling direction. Enables scrolling through the menu to display more pages. An Arrow over the **SCROLL** key displays when there are more pages to view.
PURPLE KEY 3	**Reprint Key** – Launches the Reprint menu options: • **Last Receipt** – prints the last receipt that was printed for an authorization. • **Any Receipt** – prompts user to enter invoice number to locate.
PURPLE KEY 4	**Reports Key** – Launches the Report menu options as follows: **Totals Report** – Prints totals by card type and card issuer. **Detail Report** – Prints detail information for each transaction. **Server Reports** – Launches server report menu options: • **Totals Report** – Prints totals report per Server/Clerk. • **Detail Report** – Prints detail report per Server/Clerk. • **Server Table** – Prints login and logout information. **Batch History** – Prints a series of settlement reports by date. **Terminal Params** – Prints parameter data for the terminal and each merchant. **Cards Report** – Prints specific data for each merchant and for each card range. **Terminal Stats** – Prints statistical and diagnostic information about the terminal by day or by week. **Merchant Rpt** – Prints merchant information per merchant. **Pre-Auth Reports** – Prints Pre-Auth reports. **Last EMV Data** – Prints data for the last EMV transaction.

Terminal Menus

Once you get started using the terminal, you will initiate transactions from the Main Menu. You can use the purple **SCROLL** key to see the types of transactions that the terminal can perform.

In addition to the Main Menu, the terminal contains a second menu that enables you to make changes to the basic functionality of the terminal – adding optional features and enabling and disabling display prompts for various transactions. This additional menu is referred to as the Configuration Menu. It can be accessed by pressing the green **OK** button on the keyboard and then by entering the Manager Password.

Main Menu (Terminal Transactions)

You will access transactions from the Main Menu. A maximum of four options display per page. The left most purple key is used to scroll through multiple pages. An arrow ↓ appears the **SCROLL** key to indicate when there are more pages to view. The transactions are listed in the table below in the same order as they appear in the display.

TRANSACTION NAME	DESCRIPTION
PURCHASE	This transaction initiates a Sale. It supports Card Swipe, Manual Entry and Inserted Entry (aka dipping) for EMV (Chip Cards).
PHONE ORDER	This transaction initiates a phone order sale – card not present. *Will not accept a Card Swipe. Cannot be used with EMV or Debit Cards.*
VOID	This transaction initiates voiding a sale that is still in the batch. Voiding of either the last transaction or any transaction retrieved by its invoice number or the last 4 digits of the account number.
REFUND	This transaction initiates a refund for a sale that is no longer in the current terminal batch.
FORCE	This transaction enables entry of a previously approved sale into the batch and is used when the authorization approval was not obtained through the terminal. *Cannot be used with Debit Cards.*
SETTLEMENT	This transaction initiates closing of the current batch and opening of a new batch for logging and accumulating transactions. The terminal sends all the approved offline transaction (e.g., Force) to the host before starting the Settlement process.

TRANSACTION NAME	DESCRIPTION
PRE-AUTH	This transaction initiates an online approval. Such approvals are stored in the Pre-Auth transaction batch. Can be used for entering pre-tip transactions. All Pre-Auths must be changed to Pre-Auth Completes or removed from the batch using the Delete Pre-Auth transaction before a Settlement can be initiated. *Cannot be used with Debit Cards.*
PRE-AUTH COMPLETE	This transaction captures and finalizes a previously authorized sale that was approved as a Pre-Auth transaction. Use this transaction to add tips to Pre-Auths.
DELETE PRE-AUTH	This transaction deletes a Pre-Auth transaction from the terminal's Pre-Auth batch. Pre-Auth transactions are retrieved by sequence number or account number. Deleting a Pre-Auth transaction does not remove the transaction from Issuer's records nor release the hold on the customer's open to buy.
BATCH TOTALS	Displays batch totals of stored transactions.
BATCH REVIEW	Allows review of transactions in the terminal, using specific criteria.

Configuration Menu

A secondary, Configuration Menu is also available on the V^{x} 810. It enables local customization of the terminal. Access the Configuration Menu by pressing the green **OK** button followed by entering the terminal's Manager Password. There are six submenus in the Configuration Menu as listed below.

SUB MENUS	DESCRIPTION
SETUP	Launches a list of terminal operation records from which settings can be viewed and edited.
SERVERS	Launches the Configure Server Menu used to setup the person who will serve the customer and who will log on and log off of the terminal.
MENUS/KEYS	Launches the Menu Configuration structure to view, edit and determine whether the menu will display on the terminal or not.
SET LANGUAGE	Prompts user to select the language that will print on the receipts and reports – French or English options.
INITIALIZATION	Launches the Initialization Menu where terminal parameters are downloaded from the host.
ABOUT	Display version information and memory configuration (loaded in flash or RAM) for the application in use.

Setup

The Setup submenu options for this application are as follows:

- **Demo** – Launches the demo mode. When turned on, it enables training and/or testing to occur without actual communications with the host.
- **Batch** – Launches the Batch data records/table that sets up batch information for each host, such as the maximum number of transactions stored in a batch as well as the batch size.
- **Printer** – Launches the Printer setup data records/table. It controls the value settings for printing receipts and reports.
- **Terminal** – Launches the terminal setup data records/table that controls the parameter value settings for operations that can be performed on the terminal.
- **Merchant** – Launches each Host data record/table that stores parameter setting and flags specific to that individual host.
- **Comm** – Launches the Communications setup table. Communication parameters control the dial communication process between the terminal and host.
- **Host** – Launches the Host Definition setup data records/ table that control host specific parameter value settings such as: communication types, packet types and settlement protocol, relative to each Host.
- **Merchant IDs** – Launches one record for each Merchant supported. The Merchant ID data record/table contains Merchant ID information that identifies each merchant's preference of information printed on the receipt. It also stores the merchant password, invoice number sequence, auto settlement date and time information, and what report will print at settlement.
- **Merchant Hosts** – Launches each Merchant Host setup table/ data record that controls host batch information for each merchant.
- **Download** – Initiates a full or partial dial download of the application or configuration parameters to the terminal.
- **Edit Cards** – Launches access to the Card Definition Setup table/ data records that controls the parameter settings for each card range.

- **Issuers** – Launches the Issuer setup table/data records that controls how the Issuer information (acct # and expiration date) will be displayed on the terminal and receipt.
- **IP Hosts** – Launches the table/data records for the Internet Provider configuration settings.
- **Clear Batch** – Initiates clearing of batches for all or one merchant.
- **Date/Time** – This menu option lets you set the date and time that will alternate between the logo displays on the idle menu window.

Servers/Clerk IDs

The Servers Setup feature is used to setup the servers/clerks who will perform customer transactions on the terminal. This feature also controls all server/clerk processing requirements and monitors the individual activities of each. The terminal supports the following actions:

- adding a server
- modifying a server
- deleting a server
- setting up a server identification number

Server Reports print the individual activities for each server identified by the number assigned to the server during the server setup process. This data is recorded in the Server Table Report. The Servers submenu options include:

- **Log On Server** – This option logs the server onto the terminal.
- **Log Off Server** – This option is used to sign a server off the terminal.
- **Add Server** –This option creates a data record for each server added which sets up the server to perform transactions on the terminal feature.
- **Modify Servers** – This option allows the merchant to modify server information such as password and cash tip amounts.
- **Delete Server** – This option deletes the data record for a server from the Server data record/table.
- **Clear Servers** – This option is used to clear server totals from the server's internal totals file.

Detailed information about enabling this feature is covered in Chapter 5 – *Server/Clerk ID Option*.

Menus/Keys

You can make local changes to the terminal. For instance, you can change whether or not a transaction should require a password and, if so, designate the password level.

Set Language

When the Set Language option is initiated the terminal prompts the user to choose the language to print all reports and customer receipts and display screens. The terminal offers English and French as options.

Initialization

This submenu launches the Initialization Menu where terminal parameters are downloaded from the host.

Quick Setup Menu

The V^{x} 810 application also features a Quick Setup Menu. This menu allows you to access a single table location to view, print or change terminal phone numbers, as well as terminal and communication setup parameters rather than several tables to enable local customization of the terminal.

To access the Quick Setup Menu:

1 From the Main Menu, press **6**.

2 Enter Manager Level **PASSWORD** then press **OK**.

The menu contains submenus for:

- Key Request
- Phone
- Terminal
- Communications
- EMV Public Keys
- EMV Parameters
- EMV Status

SUB MENUS	DESCRIPTION
KEY REQUEST	Key Request is automatically performed when switched from demo to live mode.
PHONE SETUP	This table contains all the current dial-up parameters for the primary and secondary phone numbers to dial for authorization and settlement. If any changes are made to the Quick Setup table, the application will automatically update the original table where the parameter is located as well.
TERMINAL SETUP	This table contains the parameter settings for the Terminal, Printing, Merchant and Transactions processing.
COMMUNICATION SETUP	Similar to the Phone Setup table, these setup options allow you to view/edit and print the primary communication setup and backup for authorization and settlement. However, the host determines the means of communication whether it is Dial or Comm Server for Ethernet communications.
EMV PUBLIC	This enables you to view or print the contents of the CAPK files. This is not configurable.
EMV PARAMETERS	This table provides the convenience of one location to view and print the content of the EMV files.
EMV STATUS	This table provides the convenience of one location to view and print the counts of the statistics on Chip Card transactions such as Chip Card reads, PIN Entry Errors, Offline Declined and Technical Fallbacks. These counts reset to zero after a successful settlement.

Terminal Setup Table

The Terminal Setup Table in the Quick Setup Menu lets you conveniently change commonly customized features of your terminal. The list of features include:

- **Terminal ID** – you can set up a 16 character terminal name, for instance if you want to specify its location in the Gift Department.
- **Tip Processing** – you can enable the prompt for a tip.
- **Clerk/ Server Mode** – you can activate the Server/Clerk logon prompt through this option.
- **Customer Copy** – you can choose to have a customer copy print automatically or only if prompted.
- **Receipt Messages** – you can add information to the receipt such as your address, special greetings or your GST/HST number.

Begin by accessing the Quick Setup Menu (see previous page).

1. Select **TERMINAL** by pressing **F4**.
2. Select **VIEW** or **PRINT**.
3. Select **NEXT** (**F2**) until the desired selection appears, follow the prompts.

PARAMETER NAME	EXPLANATION	VALUES	FORMAT
TERMINAL ID	Terminal identification number.	User Defined	Alpha-numeric 16 characters
TIP PROCESSING	Enables tip processing options	0 = None 1 = On-Prompt 2 = On-No Prompt	List
CLRK/SRVR MODE	Determines whether Clerk/Server must logon to perform transactions.	0 = None 1 = Logon 2 = Prompt	Choice
CUSTOMER COPY	Printing options for customer receipt	0 = None 1 = Confirm 2 = Auto	List
HEADER LINES 1 - 6	Receipt header line 1- 6	User Defined	Alpha-numeric 40 characters
***AUTO SETTLE TIME**	Sets the time to auto settle	HH:MM:SS	Numeric- 6
***AUTO SETTLE?**	Enables/Disables auto settle	0 = Off, 1 = On	Choice
DEBIT ON?	Enables/Disables Debit transactions	0 = Off, 1 = On	Choice
TERMINAL BEEP	Determines whether terminal beeps for each keystroke.	0 = Off, 1 = On	Choice

*Feature not currently available.

CHAPTER 4

Features and General Information

Cards Accepted

The V^{x} 810 terminal can accept multiple cards. In addition to American Express, the software can process Visa, MasterCard and JCB.

Password

The Manager Password for the terminal is **123456.** For security reasons, certain transactions and options (e.g., Void, Refund and Demo) are password protected, requiring entry of the Manager Level password to initiate. You have the option to remove the password requirement or create up to 4 levels of passwords.

- 0 – No Password
- 1 – Manager
- 2 – Supervisor
- 3 – Clerk
- 4 – Custom

Changing password protection is performed through the Configuration Menu.

1. To access the Configuration Menu, press **OK**.
2. Press **MENUS/KEYS (F4)**.
3. Enter **PASSWORD**, then press **OK**.
4. Press **SLCT** (select) by pressing **F2**.
5. Press **NEXT** (**F2**) to locate the desired transaction (Refund, Void, etc.).
6. Press **SLCT** by pressing (**F3**).
7. **PASSWORD LEVEL**, select **EDIT (F3)**.
8. Press **NEXT** (**F2**) until the desired password level displays.
9. Press **SLCT (F3)**.
10. Press **EXIT** (**F4**).

IMPORTANT – Do not change the Master Terminal Password without securing it in a safe place. If you accidentally LOCK the terminal and do not know the password, you will be asked to return the terminal for reprogramming.

Locking/Unlocking the Terminal Keyboard

The terminal keyboard can be locked to prevent unauthorized use. Once locked, you must enter the Manager Level password to complete any transaction. To unlock the terminal, the Manager level password must be used.

Locking

1. From the Main Menu, press **#** then **8**.
2. **LOCK KEYBOARD** press **YES** (**F1**).
3. **KEYBOARD LOCKED**.

Unlocking

1. From the Main Menu, press # then 8.
2. Enter Manager Level Password.
3. **LOCK KEYBOARD** press **NO** (**F2**).

Language Options on the Display and Receipt

The terminal displays messages and prompts for you and your customers in either English or French. After the customer's card has been swiped or inserted, the language of the messages and prompts for the customer will match the card's language code.

Card Information Security

To reduce the risk of fraudulent card use, the cardholder's card number and expiry date is not available in full on receipts and reports. The card number will always be either masked or truncated.

If the card number is masked, it is printed as a combination of digits and '*'s:

- A credit card number appears as **********1234
- A debit card number appears as 1234567890****
- If the card number is truncated, only the last four digits are printed.

Card Numbers on Reports

The card number is truncated on all reports containing transaction details. Reports that require the manager password, e.g., the Batch Review, display the entire card number but the resulting report prints the truncated card number.

Alpha Characters

1. Press the key that displays the letter you want.
2. Press the round **ALPHA** key (located between the purple keys) once, twice or three times to display the desired letter.
3. Press **OK** when completed.

EXAMPLE: To enter the word "**AMEX**"

To enter "**A**" – press the 2 key and then the **ALPHA** key once.

To enter "**M**"– press the 6 key and then the **ALPHA** key once.

To enter "**E**" – press the 3 key and then the **ALPHA** key twice.

To enter "**X**" – press the 9 key and then the **ALPHA** key twice.

The table below lists the available alpha characters.

NUMERIC KEY	ALPHABETIC / SPECIAL CHARACTERS
1	"space" Q Z
2	A B C
3	D E F
4	G H I
5	J K L
6	M N O
7	P R S
8	T U V
9	W X Y
0	* (asterisk) # (pound) , (comma) .(decimal)

CHAPTER 5

Server/Clerk ID Option

The Servers Setup feature is used to setup the servers/clerks who will perform customer transactions on the terminal. This feature also controls all server/clerk processing requirements. The terminal supports the following actions:

- adding a server
- modifying a server
- deleting a server
- creating a server identification number

The term *Server* or *Clerk* is used to describe the person servicing the customer and conducting terminal transactions. The application setting determines whether the terminal displays **SERVER** or **CLERK**.

Server Reports can be printed to show the individual activities for each server identified by the number assigned to each server as part of the server setup process. This data is recorded in the Server Table Report. The Servers submenu options include:

- **Log On Serve**r – This option logs the server onto the terminal.
- **Log Off Server** – This option is used to sign a server off the terminal.
- **Add Server** – This option creates a data record for each server added which sets up the server to perform transactions on the terminal feature.
- **Modify Servers** – This option allows the merchant to modify server information such as password and cash tip amounts.
- **Delete Server** – This option deletes the data record for a server from the Server data record/table.
- **Clear Servers** – This option is used to clear server totals from the server's internal totals file.

Server/Clerk IDs are unique identifiers that a terminal operator keys in when prompted each time they perform a transaction. This allows you to produce Server/Clerk Subtotal Reports tracking financial totals and number of transactions by server/clerk.

Each Server/Clerk ID can contain from one to four alphanumeric characters (punctuation and special characters are not allowed).

Default Server/Clerk ID

A default Server/Clerk ID can be assigned on the terminal and all transactions performed on that terminal will be added to the default Server/Clerk IDs totals regardless of which operator performs the transaction.

Server/Clerk Setup

This feature activates the Server/Clerk display prompt to enable tracking transactions by server/clerk.

Activating the Server ID/Clerk Prompt

To add the Server/Clerk Display prompt:

1. Press **OK** to access the Configuration Menu.
2. Select **SETUP** (**F2**).
3. Enter **PASSWORD** and press **OK**.
4. **SCROLL** to **TERMINAL** and press **F1**.
5. Press **NEXT** (**F2**) until **CLRK/ SRVR MODE** appears (about 15 times).
6. Select **EDIT** by pressing **F3**.
7. The following options display: **NONE, LOGON** and **PROMPT**, select **PROMPT** (**F3**).
8. Press **EXIT** (**F4**).
9. **SAVE CHANGES?** Press **OK** (**F2**).

Once the prompt is activated, a Server ID must be used with each transaction.

Managing Server/Clerk IDs

The information below is intended to help management add, modify or remove Server/Clerk IDs from the terminal as well as print-related reports. The terminal accepts up to 100 IDs.

Add a Server/Clerk ID

1. Press **OK** to access the Configuration Menu.
2. Select **SERVERS** by pressing **F3**.
3. Select **ADD SERVERS (F4)**.
4. Enter **PASSWORD** then press **OK**.
5. Create and enter a 1-4 digit Server/Clerk ID and press **OK**.
6. Create a 5 to 10 digit Password to use with the ID and press **OK**.
7. Confirm the password by reentering it and press **OK**.
8. Terminal quickly displays **SERVER/CLERK ADDED**.
9. Continue entering Server/Clerk IDs and passwords. When complete, press **CANCEL** key until the Main Menu appears.

Delete a Server/Clerk ID

1. Press **OK** to access the Configuration Menu.
2. Select **SERVERS** by pressing **F3**.
3. **SCROLL** until **DELETE SERVER** appears and select **F2**.
4. Enter **PASSWORD** then press **OK**.
5. Enter **SERVER ID** to delete and press **OK**.
6. Enter **SERVER PASSWORD** and press **OK**.
7. Terminal quickly displays **SERVER/CLERK DELETED**.
8. Continue deleting Server/Clerk IDs.
9. When complete, press **CANCEL** key until the Main Menu appears.

Modify a Server/Clerk ID

1. Press **OK** to access the Configuration Menu.
2. Select **SERVERS** by pressing **F3**.
3. Press **SCROLL** until **MODIFY SERVER** displays and select **F1**.
4. Enter **PASSWORD** then press **OK**.

5 Enter Server/Clerk ID to modify and press **OK**.

6 At **PASSWORD** enter old server password and press **OK**.

7 Enter new password (5 -10 characters) and press **OK**.

8 Re-enter new password and press **OK**.

9 Terminal quickly display **SERVER/CLERK MODIFIED**.

10 When complete press **CANCEL** key to return to the Main Menu.

Server Reports

You can access reports that provide valuable information relating to the Server IDs setup in the terminal.

Totals Report

This report prints transaction count, tip total, sale total, grand total and number of unadjusted tips by Server ID.

1 Press **REPORTS** key (right-most purple key).

2 Press **SCROLL** (left-most purple key) to access additional reports.

3 Press **F1** to access Server Reports.

4 Press **F2** to access Totals Report. The report prints.

CHAPTER 6

Other Optional Features

These features may be available on your terminal depending on its configuration. If the feature is available and you wish to use it, you must enable and configure the feature. If you do not wish to use an enabled feature, you can deactivate it.

Contact the Help Desk to discuss these options and determine whether changes to your Merchant ID configuration are required to enable them.

Invoice Number Prompt

This feature enables a prompt to key an Invoice Number for every Credit and Debit financial transaction. If this feature is activated, you have the option of entering an Invoice Number of your own choosing (usually this is a number created by your own POS system) or bypassing it by simply pressing **OK** when the prompt appears.

The Invoice Number can be up to 7 characters long. You can easily activate this feature through the Setup menu in Configuration Menu.

1. Press **OK** to access the Configuration Menu.
2. Select **SETUP** (**F2**).
3. Enter **PASSWORD** and press **OK**.
4. **SCROLL** to **TERMINAL** (**F1**).
5. Press **NEXT** (**F2**) about 60 times until **KEY INVOICE NUMBER?** appears.
6. Select **EDIT** (**F3**).
7. Select **ON** (**F1**).
8. Press **EXIT** (**F4**) when finished.

Once the Invoice Number prompt is activated, whenever you initiate a Purchase, Pre-Auth or Refund transaction, after you select the transaction type, the terminal will prompt you to enter the invoice number.

Personalized Message on Receipts

This feature allows you to configure your terminal to print a personalized trailer message at the bottom of your receipts. The language of the message will match the language on the customer's card if the card is swiped or the language selected during the cardholder prompts. If the card number and expiry date are manually keyed, the language of the customer's receipt will match the language displayed on the terminal.

While there are multiple ways to customize greetings, the easiest method is by accessing the Quick Setup Menu. The header lines 5 and 6 and footer lines 1 to 4 are editable, allowing you to create your own message.

Follow these instructions to add greetings or your GST/HST number to the receipt.

1. Press **6**.
2. Enter **PASSWORD** and press **OK**.
3. Select **TERMINAL** (**F4**).
4. Select **VIEW** (**F2**).
5. Press **NEXT** (**F2**) until either **HEADER LINE 4, 5,** or **6** appear.
6. Press **EDIT** (**F3**) and then enter your own message.
   (Refer to the *ALPHA* section for instructions on how to enter letters.)
7. Press **EXIT** (**F4**) when finished.

Terminal Security

To minimize the risk of unauthorized transactions being processed through your terminal after your business hours, log off the terminal at the end of each business day and log on again at the beginning of each business day.

The Manager Password allows you to restrict access to various terminal functions and financial transactions that impact your financial account (e.g., refunds, voids).

The Manager Password

The Manager Password restricts access to various terminal functions as well as financial transactions that impact your financial account (e.g., refunds and voids).

IMPORTANT: You, the merchant, are solely responsible for the security of the Manager Password. If your Manager Password is compromised, change the password immediately.

Training and Demo Mode

The V^{x} 810 DUET has a built-in demo feature which, when activated, allows you to train and/or run test transactions without affecting the terminal total amounts, your financial accounts or customers' accounts. You can access Demo Mode through the Configuration Menu.

1. From the Main Menu press **OK**.
2. Select **SETUP** (**F2**).
3. Enter **PASSWORD** and press **OK**.
4. At "**DEMO MODE**" press **ON** (**F2**).

You can use the demo feature with the Quick Cards to familiarize yourself with the operation of the terminal.

To enable Demo Mode any open batch must first be settled.

While the terminal is in Demo mode:

- The DEMO icon (**DEMO**) displays on the left side of the screen on all menus (except the applications menu).
- The Demo mode supports all financial transaction types.
- All financial transactions will be approved.
- The message **APPROVED DEMO** will be displayed on the screen.
- All transactions will be stored in the terminal's memory while you remain in Demo mode.
- All receipts for demo transactions and reports on demo totals will have a DEMO banner printed across the top of them.
- If you power off the terminal while it is in Demo mode, it will still be in Demo mode the next time you power up the terminal.
- If you change parameters while the terminal is in demo mode, those changes will not be cleared when you exit Demo mode. Parameter values affect the way the terminal works in both live mode and demo mode. Any changes you make in demo mode will affect how the terminal works when you perform live transactions.

CHAPTER 8

Processing Transactions

This chapter reviews the steps to process transactions. The V^{x} 810 can accept credit, debit and chip cards. The topics covered in this chapter include:

- How to process a Sale (Purchase)
- How to process a Phone Order
- How to issue a Refund
- How to issue a Void
- How to Force Capture a Transaction
- When and how to use the Pre-Authorization Transaction
- When and how to use Pre-Auth Complete
- When and how to delete a Pre-Authorization Transaction

Not all transactions listed above are supported for all card types. Please note that if you have enabled any of the available optional features, additional prompts may appear in the transaction sequence which will alter the instructions covered on the following pages.

Basics of Processing "Chip" Cards

Unlike traditional credit and debit cards, cards with embedded integrated electronic chips called "chip cards" or smart cards are read through a specially designed chip reader, not a magnetic stripe reader. The V^{x} 810's chip card reader is located on the lower front of the PIN pad. When a chip card is used as the payment method, the card is inserted into the chip card reader and must remain in the reader until the PIN pad displays a prompt to remove it.

IMPORTANT: The card must remain in the reader for the entire transaction. Do not remove it until the "**PLEASE REMOVE CARD**" prompt appears.

Chip cards can be customized by the card issuer with different applications and methods of verifying the cardholder. Depending on the chip card different prompts may appear. Some chip cards prompt for a PIN (like a debit card), while others prompt for a signature (like a magnetic stripe credit card).

If the chip card prompts for a **PIN**, the cardholder must enter their PIN. If the PIN is wrong, they can retry. If they forget their PIN, cancel the transaction, request another form of payment.

There are five basic steps to performing a transaction with a chip card.

1. Begin the transaction.
2. Check for the chip every time a cardholder gives you a card for payment.
3. When the **SWIPE** or **INSERT CARD** prompt appears, you or the cardholder must insert the chip card into the chip card reader.
4. Follow the prompts and have the cardholder follow their prompts.
   - Some chip cards prompt for a PIN (like a debit card);
   - If the PIN is incorrect, the cardholder will be prompted to retry. If the cardholder cannot remember their PIN, cancel the transaction, request another form of payment.
   - Other chip cards print a signature line on the Merchant copy of the receipt (like a magnetic stripe credit card) for the cardholder to sign.
   - Look for **SIGNATURE NOT REQUIRED** on the Merchant copy of the receipt. If **SIGNATURE NOT REQUIRED** appears, no signature is required.
   - If a signature line appears, the cardholder must sign the receipt.
5. When the **PLEASE REMOVE CARD** prompt appears, remove the chip card. The terminal will beep if the chip card is left in the reader after the transaction is completed.

For more information about chip cards,
please visit our website: *americanexpress.ca/chip*.

How to Process a Sale

Your V^{x} 810 DUET has been designed to authorize and capture transactions. Once you select the **Purchase** transaction, the display prompts you to enter the card account number and the transaction amount.

The card number may be entered in three ways, depending on the card type and/or condition:

- by swiping the card through the PIN pad's magnetic stripe reader
- by manually keying the account number using the numeric keypad
- by inserting a chip card into the PIN pad's chip reader

Your specific application configuration and card entry method may prompt you to enter additional information (tip amount, server ID, invoice number, expiration date, CID, etc.) before sending the authorization request to the Issuer. Once the authorization is approved, a receipt prints.

The steps below apply to all sales. After completing the first three steps, proceed to the applicable section.

1. At the Main Menu select **PURCHASE** by pressing **F2**.
2. If Server/Clerk ID option is set up, enter (1 to 4 digits) then press **OK**.
3. Enter **AMOUNT** (1 to 7 digits) then press **OK**.

Credit Sale (Card Swiped)

1. Swipe the credit card.
2. If tip option is set up, enter **TIP AMOUNT** and press **OK**.
3. A receipt will print upon successful completion of the transaction.
4. Press **YES** (**F1**) to print customer receipt.
5. Detach receipt for signature.

Credit Sale (Card Manual Entry)

Use the following steps in cases when the card's magnetic stripe cannot be read, or when you need to enter a transaction without the card being present. In this case, additional prompts will appear.

1. At "**INSERT OR SWIPE**..." key the 13-16 digit account number. Press **OK**.
2. At "**EXPIRATION DATE (YYMM)**" enter the 4-digit expiration date, then press **OK**.
3. At "**CARD PRESENT**" press **YES** (**F1**).
4. At "**IMPRINT THE CARD**" press **OK**.
5. If tip is set up, enter **TIP AMOUNT** then press **OK**.
6. At "**V-CODE**", enter the card's CID, CVV2 or CVC2, then press **OK**.
7. A receipt will print upon successful completion of the transaction.
8. Press **YES** (**F1**) to print customer receipt.
9. Detach receipt for signature.

Debit Card Sale

1. Swipe the debit card.
2. Hand the PIN pad to the customer to confirm amount by pressing **OK**.
3. If prompted, the customer presses **F1** **(YES)** to add a tip, enters tip amount and presses **OK** or **F3** **(NO)** to bypass tip.
4. The customer confirms the total amount (including tip) by pressing **OK**.
5. Customer presses **CHQ** (**F1**) or **SAV** (**F2**).
6. Customer enters PIN into pad and presses **OK** on the PIN pad.
7. A receipt will print upon successful completion of the transaction.
8. Press **YES** (**F1**) to print customer receipt.

EMV (Chip) Cards

1. Ask the customer to insert Card and confirm transaction by pressing **YES**.
2. Follow the display prompts based on the card type (credit or debit).
3. Remove card when instructed by the terminal.

How to Process a Phone Order

Use **Phone Order** to process a transaction without the card present. Please note that it is important that you are vigilant when accepting orders without the card present as such transactions run a higher risk for fraud.

This transaction is only valid for Phone Orders for Card Not Present. Card Not Present transactions are handled in the same manner for credit or chip cards.

1. At the Main Menu select **PHONE ORDER** by pressing **F3**.
2. Manually key the **ACCT #** then press **OK**.
3. Enter **EXP DATE (YYMM)** then press **OK**.
4. If tip is set up, enter **TIP AMOUNT** and press **OK**.
5. At "**V-CODE**", enter the card's CID, CVV2 or CVC2, then press **OK**.
6. A receipt will print upon successful completion of the transaction.
7. Press **YES** (**F1**) to print customer receipt.

How to Issue a Refund

Use **Refund** to issue a credit on a cardholder's credit or debit card. The steps below apply to all refunds. After completing the first three steps, proceed to the applicable section.

1. At the Main Menu, press **SCROLL** until **REFUND** appears and select **F1.**
2. Enter **PASSWORD** and press **OK**.
3. Enter **AMOUNT** of the refund and press **OK**.

Credit Cards

1. Swipe the credit card.
2. A receipt will print upon successful completion of the transaction.
3. Press **YES** (**F1**) to print customer receipt.

Debit Cards

1. Swipe the debit card.
2. Hand the PIN pad to the customer to confirm amount by pressing **OK**.
3. The customer confirms the total amount by pressing **OK**.
4. Customer presses **CHQ** (**F1**) or **SAV** (**F2**).
5. Customer enters PIN into pad and presses **OK** on the PIN pad.
6. A receipt will print upon successful completion of the transaction.
7. Press **YES** (**F1**) to print customer receipt.

EMV (Chip) Cards

1. Ask the customer to insert Card and confirm transaction by pressing **YES**.
2. Follow the display prompts based on the card type (credit or debit).
3. Remove card when instructed by the terminal.

How to Force Capture a Transaction

Use **Force** to enter a transaction previously authorized through another means when the V^{x} 810 was not available for operation. The **Force** transaction allows you to include the sale in the batch for processing and payment.

This transaction is NOT available for Debit Cards or Chip Cards.

1. At the Main Menu, **SCROLL** until **FORCE** appears, then press **F2**.
2. Enter **AMOUNT** and press **OK**.
3. Swipe the card or enter the full card account number and press **OK**.
4. At "**EXPIRATION DATE (YYMM)**" enter date and press **OK**.
5. At "**IMPRINT CARD**" imprint card and press **OK**.
6. At "**APPROVAL CODE**" enter code previously received and press **OK**.
7. Detach receipt and press **YES** (**F1**) to print customer receipt. If the customer has left press **NO** (**F2**).

How to Void a Transaction

Use **Void** to remove a charge from the existing batch. Transactions not in the current batch must be handled as credits. The steps below apply to all voids. After completing the first three steps, proceed to the applicable section.

1. At the Main Menu, select **VOID** (**F4**).
2. Enter **PASSWORD** and press **OK**.
3. Press **YES** (**F1**) to void the last transaction and confirm by pressing **YES** (**F1**) again or choose to retrieve the transaction by invoice number (**F1**) or last four digits (**F2**).

Credit Cards

1. Swipe the card or enter the card number and press **OK**.
2. A receipt will print upon successful completion of the transaction.
3. Press **YES** (**F1**) to print customer receipt.

Debit Cards

1. Hand the PIN pad to the customer to confirm amount by pressing **OK**.
2. If prompted, the customer presses **YES** (**F1**) to add a tip, or **NO** (**F3**) to bypass the tip.
3. If "yes" is selected, customer enters tip amount and presses **OK**.
4. The customer confirms the total amount (including tip) by pressing **OK**.
5. Customer presses **CHQ** (**F1**) or **SAV** (**F2**).
6. Customer enters PIN into pad and presses **OK** on the PIN pad.
7. A receipt will print upon successful completion of the transaction.
8. Press **YES** (**F1**) to print customer receipt.

EMV (Chip) Cards

1. Ask the customer to insert Card and confirm transaction by pressing **YES**.
2. Follow the display prompts based on the card type (credit or debit).
3. Remove card when instructed by the terminal.

How to use Pre-Authorization Transactions

Pre-Authorization transactions involve a two-step process – a **Pre-Auth** followed by a **Pre-Auth Compl**. This transaction combination is typically used for handling gratuities – when an authorization request is required before the tip amount is known.

The **Pre-Auth** transaction will initiate an authorization for the pre-tip amount and print a receipt for the customer to sign.

Once the customer has added a tip, the **Pre-Auth Compl** transaction is used to adjust the total and to move the transaction into the active batch for settlement.

A batch cannot be closed with open **Pre-Auths**. **Pre-Auths** must be changed to **Pre-Auth Compl** or removed from the file using **Del Pre-Auth**.

Pre-Authorization transactions cannot be used with debit cards.

Credit Pre-Authorization

The **Pre-Auth** transaction is used to obtain an authorization for an estimated amount before the final amount is determined (such as before a tip is added) and to print a receipt for the customer's signature.

1. At the Main Menu **SCROLL** until **PRE-AUTH** appears, then press **F4**.
2. Enter **PRE-AUTH AMOUNT** (1 to 7 digits) and press **OK**.
3. Swipe credit card and press **OK**.
4. Processing…**APPROVED**.
5. Detach receipt and press **YES** (**F1**) to print customer receipt.

Credit Pre-Authorization Completion

Use the **Pre-Auth Compl** transaction to revise the **Pre-Auth** transaction. Even if the amount does not change, a **Pre-Auth Compl** must be used to move the transaction into the batch for settlement. When the original **Pre-Auth** amount displays, the terminal asks for a new amount. An amount must be entered even if it is the same base amount. If the new amount now includes a tip, enter the original amount. You will be prompted for the tip on a subsequent screen.

The Pre-Auth Completion must be performed on the same terminal as the Pre-Auth.

1. At the Main Menu **SCROLL** until **PRE-AUTH COMPL** appears, then press **F4.**
2. Choose how to retrieve the transaction: **INVOICE #** (**F1**) or **ACCT #** (last 4 digits) (**F2**).
3. Enter "retrieve by" detail and press **OK**.
4. Confirm transaction data by pressing **YES** (**F1**).
5. Enter "**NEW AMT**" (an amount must be entered even if there is no change. **Do Not** use this field to add the tip) then press **OK**.
6. Enter "**TIP**" (1 to 7 digits; if no tip, leave blank) then press **OK**.
7. Processing…**APPROVED.**
8. Detach receipt and press **YES**.

Delete Pre-Authorization

A **Del Pre-Auth** is used to remove a **Pre-Auth** transaction from the terminal's Pre-Auth batch. This situation could occur if the customer decides to use a different form of payment after the initial Pre-Auth was entered.

A Del Pre-Auth does not restore the customer's open to buy.

1. At the Main Menu, **SCROLL** until **DEL PRE-AUTH** appears, then press **F2**.
2. Choose how to retrieve the transaction: **INVOICE #** (**F1**) or **ACCT #** (last 4 digits) (**F2**).
3. Enter "retrieve by" detail and press **OK**.
4. Confirm transaction data **YES** (**F1**); **NO** (**F2**); or **NEXT** (**F3**).
5. The terminal displays the following confirmation **PRE-AUTH DELETED**.

CHAPTER 9

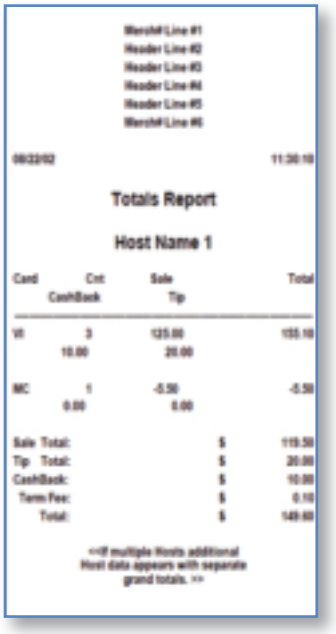
Balancing and Settling a Batch

Before closing a batch to settle, you should verify the total dollar amount for your sales and refunds. This chapter reviews several reports that are used to verify that the batch is accurate, followed by the procedures to settle a batch.

At the end of each business day you must process a **Settlement** transaction so that the funds from your POS transactions are deposited to your business account.

Totals Report

Before closing the batch, you should compare the total of the paper receipts against the terminal totals. This will confirm that the amount you transmit is correct, thereby ensuring proper payment.


Merchant Line #1
Header Line #2
Header Line #3
Header Line #4
Header Line #5
Merchant Line #6

08/22/02 11:20:10

Totals Report

Host Name 1

Card	Cnt	Sale	Total
	CashBack	Tip	
VI	3	125.00	155.10
	10.00	20.00	
MC	1	-5.50	-5.50
	0.00	0.00	

Sale Total:	$	119.50
Tip Total:	$	20.00
CashBack:	$	10.00
Term Fee:	$	0.10
Total:	$	149.60

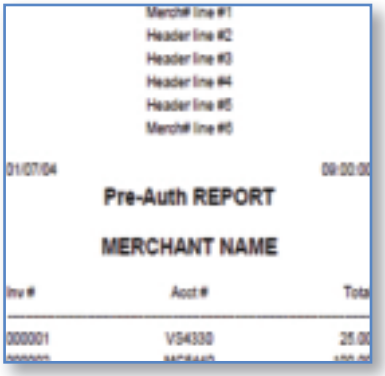
<<If multiple Hosts additional Host data appears with separate grand totals. >>

1. Press the **REPORTS** key (4th purple key).
2. Press **TOTALS REPORT** (**F2**).
3. A report will print listing the number of transactions by Card type and the grand total.

Pre-Auth Report

In the event that you use Pre-Auth transactions in your business, the terminal can print a report of any open Pre-Auths in your batch before you settle. The Pre-Auth report is accessed from the Reports menu and prints details for transactions that require completion.

1. Press the **REPORTS** key (4th purple key).
2. **SCROLL** until **PRE-AUTH** appears, then press **F2**.


Merch# line #1
Header line #2
Header line #3
Header line #4
Header line #5
Merch# line #6
01/07/04 09:00:00
Pre-Auth REPORT
MERCHANT NAME
Inv # Acct # Total
000001 V54330 25.00

Batch Review

The Batch Review process retrieves transactions in the current batch by using the following retrieval methods:

- Server/Clerk #
- Transaction Amount
- Last 4 digits of Acct #
- Invoice #

1. At the Main Menu **SCROLL** until **BATCH REVIEW** appears, then press **F4**.
2. Choose how to retrieve the transaction:
   SRVR/CLRK (if used) (**F1**), **AMT** (**F2**), **ACCT** (last 4 digits) (**F3**), **INV #** (**F4**).
3. Enter "**RETRIEVE BY**" detail and press **OK**.
4. Confirm transaction data by pressing **YES** (**F1**).

Once the transaction is retrieved you may void the transaction. You can also reprint the receipt for the retrieved transaction using the **REPRINT** key (third purple key on the terminal). You may also navigate to the next or previous transaction in the current batch search using the gray function keys.

When the server/clerk level password is used to access the batch review process, only transactions related to that particular server or clerk can be adjusted. To access the batch review for all transactions, the password level must be a supervisor or manager.

Detail Report

The Detail Report will print the individual transaction total, listing the last 4 digits of the card and the invoice number.

1. Press the **REPORTS** key (4th purple key).
2. Select **DETAIL REPORT** (**F3**).
3. A report will print all the transactions in the batch, specifying the transaction type and the grand total.

The transaction abbreviations are as follows:

- S = Purchase (Sale)
- R = Refund
- P = Phone
- V = Void
- OS = Force Sale
- RD = Debit refund
- SD = Debit Sale
- VD = Debit Void
- PC = Pre-Auth Completion

- Voids print after all Sales have been listed. They appear as $0.00 for the total.
- Refund Total lines print after the detail of the Sales and Voids are listed.
- The Grand Totals section of the report prints:
  Tip Total, Cash Back and Surcharge lines for each transaction option enabled, such as Tip, Cash Back and Surcharge.
- Transaction status appears in far right column such as: “m” represents a manually entered transaction.

DETAIL REPORT

Merchant Name

Grand Totals

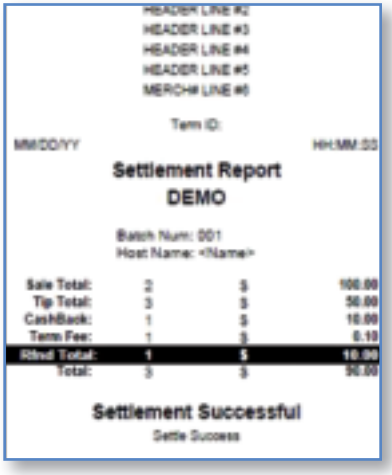
How to Settle a Batch

Once you have reviewed all the batch reports, you are ready to perform a Settlement transaction. If the totals in the terminal match the host, the settlement is approved and is deleted from the terminal.

If the totals do not match, call the Help Desk at **1-877-834-7607** for assistance.

IMPORTANT: All Pre-Auths must first be either completed or deleted before a settlement transaction can be processed.

1. At the Main Menu, **SCROLL** to **SETTLEMENT** and press **F3**.
2. If any Pre-Auth transactions are in the batch, you may delete them by pressing **YES** (**F1**).
3. The terminal prints totals and/or detail report.
4. Processing…
5. Press **YES** (**F1**) to settle.
6. Processing…



Additional Settlement Information

- If the printer is disabled, anytime printing is attempted during settlement processing, the terminal will display the message **"PRINTER DISABLED"** and settlement will continue.
- If the number of records in the batch approaches the maximum number of records, the error warning **"MUST SETTLE SOON"** will display whenever a transaction is attempted.
- If the available RAM approaches the minimum total memory required to store transactions in the batch, the error warning **"MUST SETTLE SOON"** will display whenever a transaction is attempted.
- Once the batch size has reached its maximum, **"BATCH FULL"** is displayed and no more transactions can be processed.
- If settlement is selected and no transactions exist in the batch for the merchant selected, **"EMPTY BATCH"** is displayed.

CHAPTER 10

Important Phone Numbers

Terminal Issues

For problems or questions concerning your V^{x} 810 DUET device, contact the American Express Help Desk. The Help Desk can provide assistance with power failure recovery issues, batch closing problems as well as activating optional features.

1-877-834-7607 available 24 hours 7 days a week

Paper Resupply

To order printer paper, call **1-800-234-2755.**

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